

Daphne.Duke

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2012-17748

From: Jocelyn.Boyd
Sent: Monday, March 17, 2014 11:08 AM
To: Deborah.Easterling; Daphne.Duke; Tricia.DeSanty
Cc: charles.terreni@terrenilaw.com; selliott@elliottlaw.us; Nelson, Jeff
Subject: FW: Tega Cay Water Service

From: Michael Long

Utilities Inc.,

I am sure I am not the only one to write to you to voice our concern over the quality of service we are receiving from your corporation and understand we, your Tega Cay water customers, are all frustrated but your lack of attention to safety has hit new heights this past week. Please read through and I would appreciate a true response, an answer to my issues. I truly hope you respond to my writing this email unlike the twice non-returned phone calls in which I was assured you would call me back.

It has been quite a rough few months here in Tega Cay, SC water providing service. The quality of the service you have provided to our area has been less than average to say the least. I do understand the state of the water system itself is not the best and it is a challenging situation but you have received rate increases numerous times to 'correct' the situation but so far I have not seen an improvement at all and in fact it has gotten worse. You are at best reactive, not proactive to this situation.

In our area alone you have had numerous sewage overflows and boil water advisories, Lake Wylie is, well, contaminated to the point even after it is 'cleared' to come in contact with everyone seriously doubts whether we should trust your statements. I wait for the phone call reporting sewage breaches, I receive more calls/voicemails from you than we care to count or you would like to admit.

Which brings me to this past week, your low point as of late. Friday evening March 14th, 2014 at 5:58pm I receive a phone call stating the 'Boil Water Advisory for Tega Cay' has been lifted...Good news right? You would think until you listen to the details of the message. It states the boil water advisory which was effective 03/10/2014 has been lifted effective 03/12/2014. You see the issue? Hope so... TWO days after a boil water advisory ENDED we (Tega Cay Water Service Customers) were notified a whole 48 hours later. Do you know or understand the inconvenience each and every household has to go through to be safe?

Now for the real issue...we were never notified there was a boil water advisory in effect. Yes, you read this correctly, we were never notified of a boil water advisory from 03/10/2014. WOW, this is inexcusable and unacceptable service from a Public Utility company (yes, you are a private corporation but you provide a public service with no alternative to your service). How does this failure to notify even happen?

You are probably wondering yourself, how does this indeed happen? You as a company surely are not out to deliberately harm your customers...So some one surely has already suffered the consequences of their failure to properly inform the public. And this surely would not happen again... Well do not be to sure about this. I called your office today, 03/16/2014,

and it states your offices are closed but to stay on the line to speak to someone. I followed the prompts and waited for an extended time and finally a lady came on the line

and she reluctantly stated we in Tega Cay, SC are under another boil water advisory. As of this email there has been no notification from TCWS about this advisory but your own company is acknowledging there is an advisory in effect... WOW... again. Failure twice in less than a week on a severe health risk. To add even more problems for you, I called your office today because it is rumored/stated we had been under a boil water advisory since Saturday 03/15/2014.

Additionally your answering service personnel state they do not work for you and was adamant about this point until I had her follow the chain of: she works for an answering service, the answering service works for Utilities, Inc. therefore she works for Utilities, Inc. It is pretty sad when your own employees do not want to acknowledge they work for you.

Where is this companies regard for public health safety. When contaminated water is ingested and you have one person, just one person become ill because of your negligence to the safety of your customers, this company better stand up and state they are liable. There are plenty of fines handed down and regulations of how you were to be in compliance of proper notification of sewage breaches and surely safety to the drinking water you supply is in this notification process, I do not see you are close to this goal at this point. You are not consistent with proper operation nor management of a utility company.

You have a month sewer charge and well when you are using the ground and area lake for the sewage disposal it is fair to say you should not be charging your customers this fee for each month there is a single sewage breach.

Please do not do with this email as you do with your received phone calls and ignore it. There are serious health safety issues at hand, your company is failing to acknowledge them.

Awaiting your response,
Michael Long